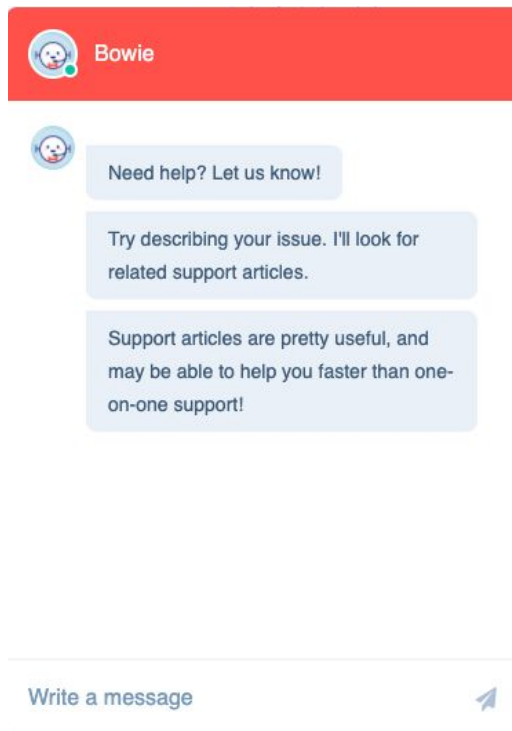


Picture™

Client Services



For any questions, reach out to the Picture Genetics Client Services team via chat, email or phone.

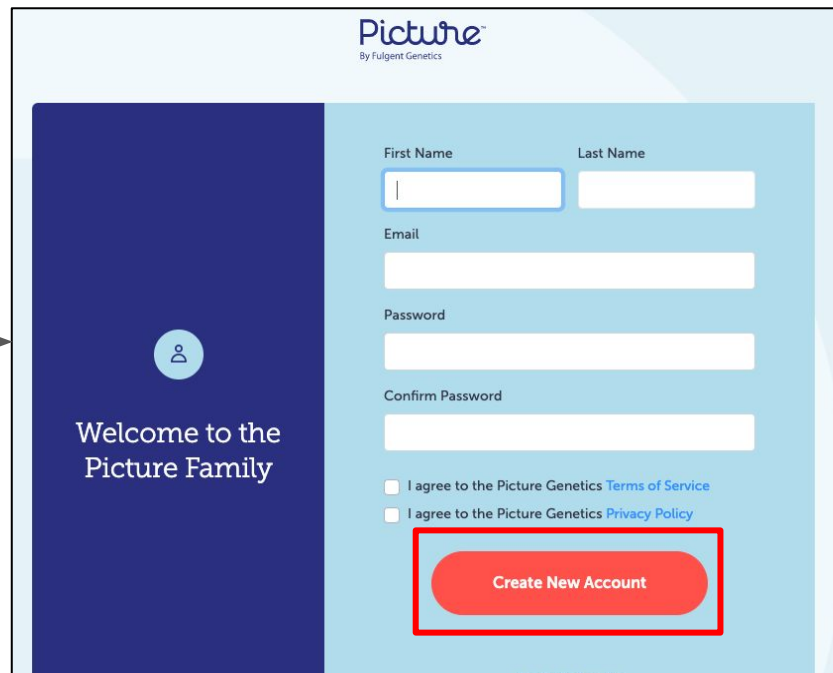
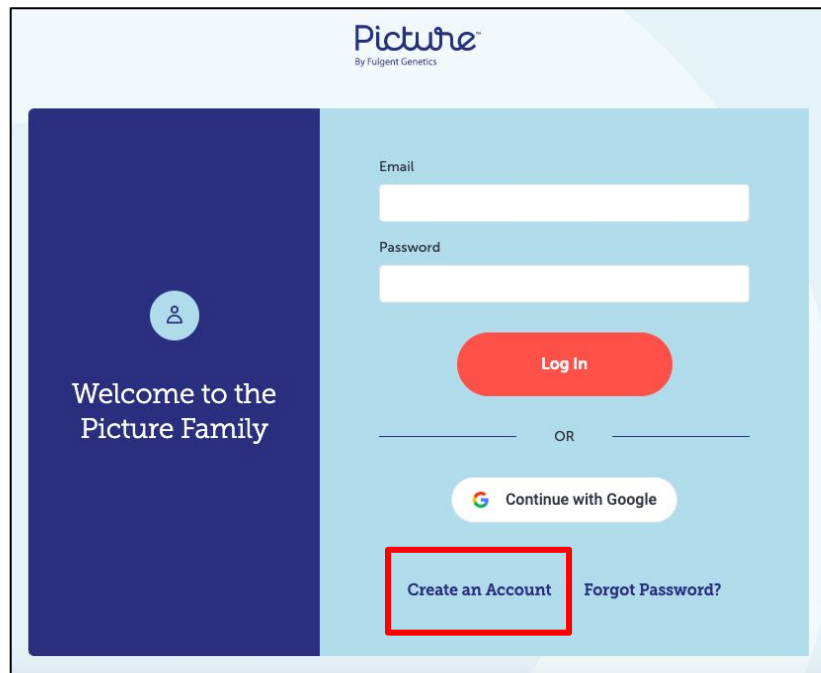
hello@picturegenetics.com

626.434.3599



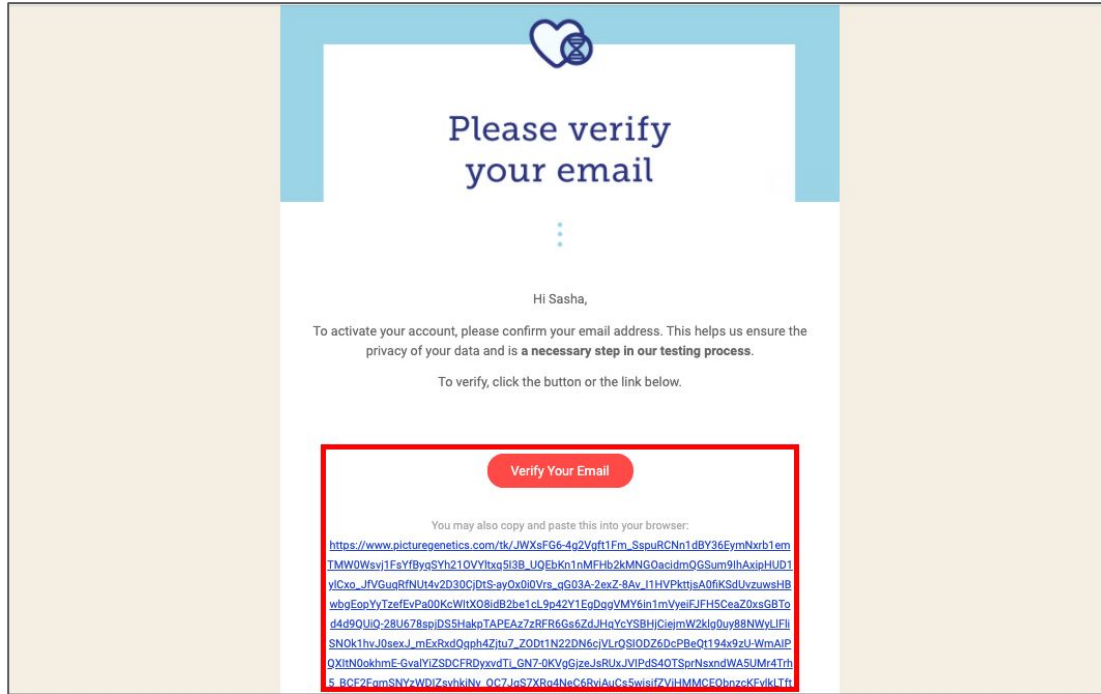
If this is your first time using a Picture Kit, start by creating a Picture Genetics Account

Step 1. Navigate to [www.PictureGenetics.com/Login](https://www.picturegenetics.com/login) and enter the account information



Creating a Picture Genetics Account

Step 2. Look for an email from donotreply@picturegenetics.com to verify your account



*Make sure to check your spam and junk folders!

**If the "verify your email" button is not working, try to copy/paste the link into a new google chrome tab.

Testing Process






Before you proceed...

- Do not proceed unless you are ready to collect your sample.
- Kits must be received by the laboratory within 48hr of kit activation.
 - Make sure to activate your kit, collect your sample, and ship your sample on the same day.
 - It is recommended that samples are collected Mon-Thurs to avoid weekend shipping delays.
 - We recommend you check the drop-off cut-off time of your local FedEx prior to collecting your sample, to ensure it will reach the laboratory the next day.

Part 1. Activate Your Kit

Step 1: Navigate to www.picturegenetics.com/Covid19/Group

Picture
By Fulgent Genetics

Translate    [Shop](#)

Coronavirus testing from home

Sponsored by your organization

⋮

This page is for those whose companies, organizations, or schools are facilitating their COVID-19 testing through Picture Genetics. Picture's COVID-19 test is an **FDA EUA-authorized,* at-home COVID-19 test** that checks for SARS-CoV-2 (the virus that causes coronavirus disease).

To proceed with testing, select an option:

[I have a code, but no kit](#) [I have a kit already](#)

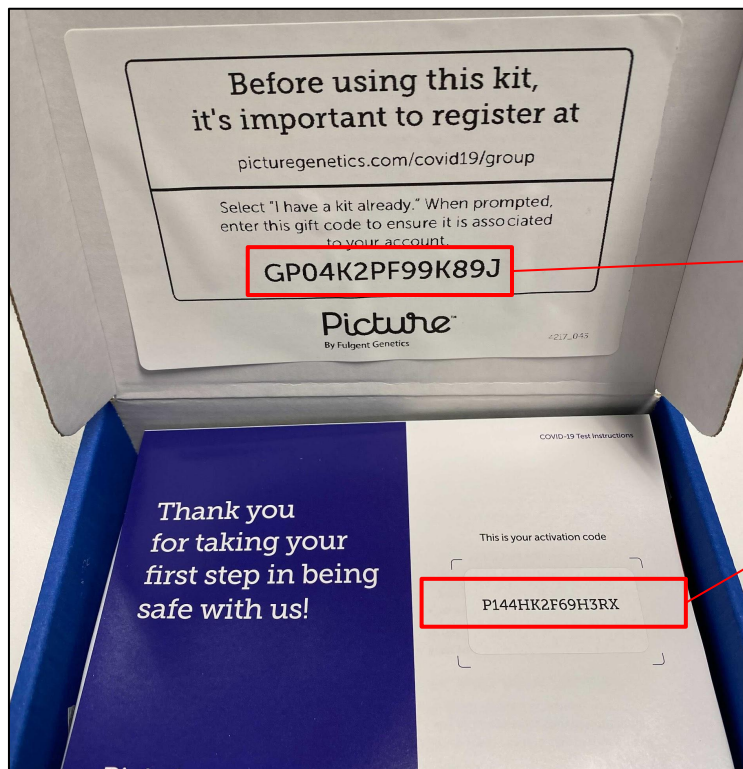
Please note that the group facilitating your testing may also have access to your results.

Must be 18+ and in the U.S. to order
Contact hello@picturegenetics.com to learn more about this program for your group.

Click Here

Part 1. Activate Your Kit

Step 2: Enter the Gift Code and Activation Code found in the kit



Register your Picture COVID-19 kit

If you are returning your kit via FedEx, ensure your kit is dropped off before the last Express pickup of the day, and not on a Saturday, Sunday, or holiday.

Failure to follow this timeline may void your sample.

Enter gift code

Enter activation code

By registering your kit now, you agree that you MUST collect and send your sample back TODAY.

Confirm Registration

Please note that this code is valid only for its intended recipient and can only be used once. Your code will only work for the specific product you were gifted. Picture does not allow for refunds or re-gifting of our gift codes.

Part 1. Activate Your Kit

Step 3: Complete the Eligibility Screen

Picture
By Fulgent Genetics

Who is this test for?

☐ Myself

☐ My child/student
(Age 4 - 17)

DISCLAIMER:

- There are many causes of fever, cough, and shortness of breath. COVID-19 is just one condition that may cause these symptoms. This test does not rule out the possibility of other illnesses and infections that may be present instead of or in addition to COVID-19.
- If your child or student's condition changes before you are able to obtain the test or the test result, please contact your pediatrician or visit your local emergency room as soon as possible.

Picture
By Fulgent Genetics

Please select the option that best describes your symptoms.

If you have symptoms in both ☹️ AND 😊, please select 😊

☹️

- I have a high fever of greater than 102°F, OR I have a high fever that has lasted longer than 48 hours.
- I can't speak in full sentences or do simple activities without feeling short of breath.
- I am having severe coughing spells, or I am coughing up blood.
- My lips or face are blue.
- I have severe and constant pain or pressure in my chest.
- I feel very tired or lethargic.
- I feel dizzy, lightheaded, or too weak to stand.

☹️

- I have a fever between 100.4°F and 102°F, am feeling feverish, or feel warm to the touch.
- I have a new or worsening cough.
- I have a new or worsening sore throat.
- I am having flu-like symptoms. (chills, runny or stuffy nose, whole body aches, a headache, and/or feeling tired)
- I am having shortness of breath that is not limiting my ability to speak.
- I have new loss of taste or smell.
- I have new nausea or vomiting.
- I have new diarrhea.

😊

- I am not having any symptoms, or I am having symptoms, but they are getting better.

Picture
By Fulgent Genetics

Please select the options that describe you.

Select all that apply.

☐ **EXPOSED OR SICK CONTACT**
I have been in close proximity¹ to someone who has been diagnosed with or presumed to have COVID-19.

☐ **TESTING RECOMMENDED**
I've been asked to get tested by my employer, public health department, contact investigator, or healthcare provider.

☐ **CONGREGATE SETTING**
I live or work in a place where people reside, meet, or gather in close proximity.²

☐ **UNEXPOSED**
I have not been exposed.

¹ Within 6 ft. of the person for a total of 15 minutes over a 24-hour period or being coughed or sneezed on.
² This includes office buildings, workplaces, schools, health care settings, nursing homes, long-term care or assisted living facilities, group homes, homeless shelters, prisons, and detention centers.

The results of this test should not be used to determine if you are eligible to return to work. If you have questions about your ability to return to work, please contact your employer or the department of health for guidance on appropriate testing and work safety.

*Anyone can take the Picture COVID-19 test; you do not need to be symptomatic, have prior exposure, or be part of an at-risk group. However, if you are severely unwell (extremely high fever, difficulty breathing, etc.) you will be advised to seek immediate medical attention rather than undertaking the test.

Part 1. Activate Your Kit


Step 4: Log in

LoginTestShippingPaymentReview

Login or Sign Up for an Account

This account will be used to activate your kit, track your tests, and send gift codes to family and friends.

Already have an account?

[Sign in here](#) OR  Sign in with Google

Create a new Account * indicates a required field

First/Given Name *

Last/Family Name *

Email *

Password *

✗ At least 6 characters

✗ 1 lowercase letter

✗ 1 uppercase letter

✗ 1 number

✓ No whitespace

Confirm Password *

☒ Receive email updates from Picture (including info about products, promos, and launches). You can unsubscribe anytime.

☒ I agree to Picture Genetics' [Terms of Service](#).

☒ I agree to Picture Genetics' [Privacy Policy](#).

Part 1. Activate Your Kit

Step 5: Enter personal information

Picture
By Fulgent Genetics

Cancel Order

Login Test Shipping Insurance Review

Select Tests

Picture COVID-19 Test

You are currently logged in as [rblake@fulgentgenetics.com](#). To place this order under a different account, please [log out](#) and begin your order again.

Personal information (for person being tested*)

* This should either yourself or someone for whom you are a caregiver.
The name and date of birth will be on your report. Please double-check to make sure your date of birth and name are correct.

* Indicates a required field

First/Given Name * Rachel

Last/Family Name * Blake

Sex (at birth) *

☒ Female
☐ Male
☐ Other
☐ Prefer not to state

Gender *

☐ Female
☐ Male
☐ Transgender Female (MTF)
☐ Transgender Male (FTM)
☐ Non-binary

Summary

Picture COVID-19 Test \$119.00 \$0.00 *
Shipping -
Total \$0.00

Applied Promo Code:
OC PROMO

If you have a gift code, [redeem here](#).

* The total fee includes \$10.00 collected on behalf of PWNHealth for physician oversight services for the Picture COVID-19 test.

You must be 18 or older to purchase this test.
Due to the provisional nature of our COVID-19 tests, some Picture promo and gift codes do not apply.

*We are required to gather this information for reporting to the relevant state health authorities.

Picture
By Fulgent Genetics

Personal information (for person being tested*)

* This should either yourself or someone for whom you are a caregiver.
The name and date of birth will be on your report. Please double-check to make sure your date of birth and name are correct.

First/Given Name * Rachel

Last/Family Name * Blake

Sex (at birth) *

☒ Female
☐ Male
☐ Other
☐ Prefer not to state

Gender *

☐ Female
☐ Male
☐ Transgender Female (MTF)
☐ Transgender Male (FTM)
☐ Non-binary
☐ Other
☐ Prefer not to state

Sexual Orientation *

☐ Heterosexual
☐ Gay/lesbian
☐ Bisexual
☐ Other
☐ Prefer not to state

Date of Birth * 04 / 17 / 1994

Not available for children under 4 years of age

Race *

☐ American Indian or Alaska Native
☐ Asian
☐ Black or African American
☐ Native Hawaiian or Other Pacific Islander
☒ White
☐ Other
☐ Prefer not to answer

Ethnicity *

☐ Hispanic or Latino
☒ Not Hispanic or Latino

Part 1. Activate Your Kit

Step 6: Enter shipping information

Enter Contact Information

Acknowledgement of Return Shipping

☒ I acknowledge that I have access to a **FedEx drop-off location** (this does NOT include third-party ship centers such as Walgreens), or a courier service provided by my group, to ship the sample within 24 hours of collecting it. I understand that delays in sample shipping may result in a voided order, and that due to the sensitivity and limited nature of this test, no refunds will be provided. Prompt shipment and sample processing are important for test accuracy.

Contact Info * indicates a required field

First/Given Name * required

Last/Family Name * required

Address 1 * Street and number required

Address 2 Apartment, suite, unit, building, floor, etc.

City * required

State/Province/Region * California

Postal Code * required

Country * United States

Currently, we only accept user located in the United States.

Phone * required

Email * required

Updating contact email here will NOT update your account email.

Summary

Picture COVID-19 Test	\$119.00 \$0.00 *
Shipping	Included
Total	\$0.00

Your Gift Code:
GP04FYPZK9PN1P

You must be 18 or older to purchase this test.

Due to the provisional nature of our COVID-19 tests, some Picture promo and gift codes do not apply.

[Back](#) [Save & Continue](#)

*This is used as your home address when Fulgent reports test results to the state health authorities.

**This is also in case Fulgent needs to ship a replacement kit to you. Please note that FedEx is unable to deliver to PO boxes.

Part 2. Activate Your Kit

Step 7: Review and Submit Order

Picture
By Fulgent Genetics

Test

Picture COVID-19 Test

Edit

Name: Rachel Blake
Sex (at birth): Female
Gender: Prefer not to state
Sexual Orientation: Prefer not to state
Date of birth: 04/17/1994
Race: Prefer not to answer
Ethnicity: Prefer not to answer
Primary/Preferred Language: Spanish

☒ I authorize an independent physician belonging to an external network to approve my test, if appropriate.

- Is this your first COVID-19 test (of any kind)?
Unknown
- Are you employed in a healthcare setting with direct patient contact?
Unknown
- Do you have COVID-19 symptoms (fever, cough, shortness of breath, etc.)?
Unknown
- Are you currently in the ICU?
Unknown
- Do you live or work in a congregate setting (including nursing homes, residential care for people with intellectual and developmental disabilities, psychiatric treatment facilities, group homes, board and care homes, homeless shelter, foster care or other setting)?
Unknown
- Are you pregnant?
Not Applicable

*You can double check that your order is submitted by logging into your Picture account.

Picture
By Fulgent Genetics

Cancel Order

Unknown

- Are you pregnant?
Not Applicable

Shipping

Rachel Blake
1517 WEST BRADEN COURT
ORANGE, CA 92868, US
Phone: (626) 238-4677
Email: rblake@fulgentdiagnostics.com
Shipping Method: Standard 2-day (may not include weekends)

Edit

☒ I acknowledge that I have access to a [FedEx drop-off location](#) (this does NOT include third-party ship centers such as Walgreens) to ship my sample within 24 hours of collecting it. I understand that delays in sample shipping may result in a voided order, and that due to the sensitivity and limited nature of this test, no refunds will be provided. Prompt shipment and sample processing are important for test accuracy.

Insurance

I don't have health insurance.
I can't provide my driver's license number or social security number.

Edit

☒ I have reviewed Picture Genetics' [Terms of Service](#), [Privacy Policy](#), and [Cookie Policy](#). I consent to testing through Picture Genetics.

☒ I agree to PWN's [Notice of Privacy Practices](#), [Terms and Conditions](#) and [Informed Consent](#).

Submit

Part 2. Sample Collection

Follow the instructions enclosed within the kit, or the instructional video at www.PictureGenetics.com/covid19, to collect the sample.



1. Open the stabilizing solution tube and place it within the opening on your kit's insert card. This will ensure it's ready to go for when you need to use it.



2. Gently insert swab into nostril until swab contacts what feels like the top of your nasal cavity. This should NOT lead to discomfort - do not push the swab further than one inch into nostril. Rotate swab against your nasal wall a few times using firm but gentle pressure. **Repeat in other nostril.**



3. Place the tip of the swab (the side that you used) into the stabilizing solution tube, so that the swab is immersed in the liquid. **Do not drink or touch solution; wash hands if solution comes in contact with skin.**



4. Seal the plastic tube using the same cap, ensuring that the swab is upright within the tube and that there is no leakage. Don't over-tighten the cap, as this may cause damage or cracking.

DO NOT

Rinse your nasal cavity before collecting your sample.

PLEASE

- Collect your sample after activating your kit
- Wash your hands before and after collecting your sample

Need a video tutorial?

Please visit picturegenetics.com/nasalswab for more information.

Questions?

Please contact Picture with any issues: hello@picturegenetics.com

Part 3. Shipping the Sample

Place the sample within the biohazard bag, then place the biohazard bag within the Picture box. Place the box within the provided shipping bag and drop it off at FedEx.



1. Thoroughly wash and dry hands after completing sample collection.



2. Put the sealed tube into the orange-and-clear specimen bag containing the absorbent sheet and seal the bag.



3. Put bagged sample back inside the box and seal with sticker provided.



4. Place your box into the provided FedEx envelope with pre-affixed shipping label, and seal the envelope.



5. Promptly ship your sample back via FedEx. See reverse side for important information on shipping.

Do not ship from 3rd party locations
(e.g., CVS, Walgreens, etc)

**Please hold on to
this trifold for safekeeping**

For questions regarding your order,
email hello@picturegenetics.com
with your name, order ID, and kit
activation code.

Part 4. Tracking Status

Check the order status on your Dashboard by logging into your Picture account

The screenshot shows the 'Picture' user dashboard for a user named Patricia. The interface includes a sidebar with navigation links: Dashboard, My Tests, My Consults, Order History, and Support. The main content area is titled 'Good Morning, Patricia' and provides instructions on viewing orders. It features two tabs: 'Your Purchases' (active) and 'Gifts Purchased'. Under 'Your Purchases', there is a section for a 'Picture COVID-19 Test' with an 'Activate Your Kit' button and a notification that the kit has been shipped. Below this is a table of order details. The right sidebar contains an important note about kit codes, a 'Received a gift code?' section with a 'Redeem here' link, a 'Consults' section with a 'Go to My Consults' link, and an 'Order History' section with a 'Go to Order History' link and a list of recent orders.

Picture by Picture Genetics

Dashboard

My Tests

My Consults

Order History

Support

← Back to Home

hello@picturegenetics.com

(626) 434-3596

Good Morning, Patricia

Here you can view orders needing attention, any consults, and order history.

Take a Tour

Your Purchases

Gifts Purchased

Picture COVID-19 Test

Actions to take:

➤ [Activate Your Kit](#)

Inside your kit, you will find your personal tracking code. Use this code when activating your kit.

Notifications:

➤ Your kit has been shipped! [Track Package](#)

Order ID:	PG-TOR179745
Kit Code:	P04423N1WBT2KN
Ordered On:	Jan 05, 2021
Activated On:	Kit Not Activated
Status:	Kit Shipped
Test For:	
Ship To:	

[Cancel Test](#)

Picture COVID-19 Test

Actions to take:

➤ [Activate Your Kit](#)

Inside your kit, you will find your personal tracking code. Use this code when activating your kit.

Notifications:

IMPORTANT: Each kit code is unique to each order and is associated to a specific individual. Please ensure that the correct kit is used for each individual. Inaccuracies can result in our inability to process an order.

Received a gift code? [Redeem here](#)

Consults [Go to My Consults](#)

You have no scheduled consults at this time.

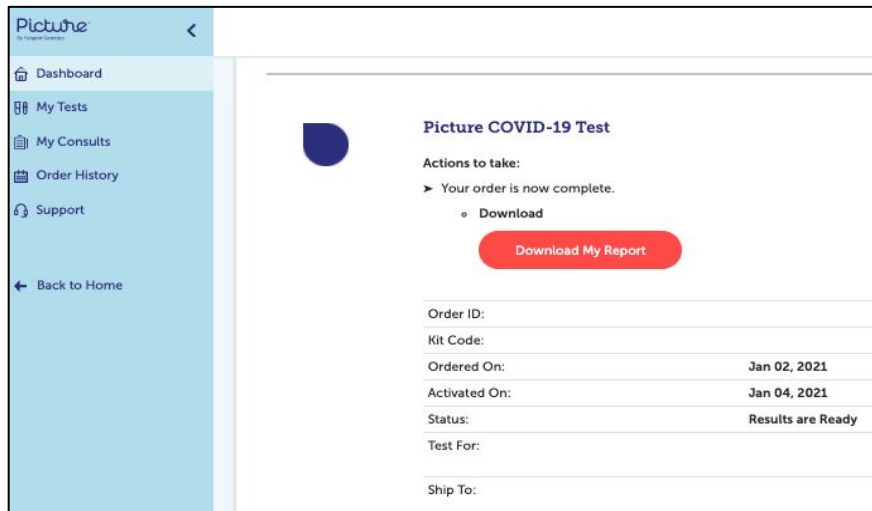
Order History [Go to Order History](#)

Your most recent orders are:

- [View order purchased on Jan 05, 2021](#)
- [View order purchased on Jan 02, 2021](#)
- [View order purchased on Jan 02, 2021](#)

Part 5. Results

You will be notified of results' availability via email. Results may be viewed and downloaded from the Picture portal account. If the test result is positive, you may also be directly contacted by a PWN physician for a follow-up consultation.



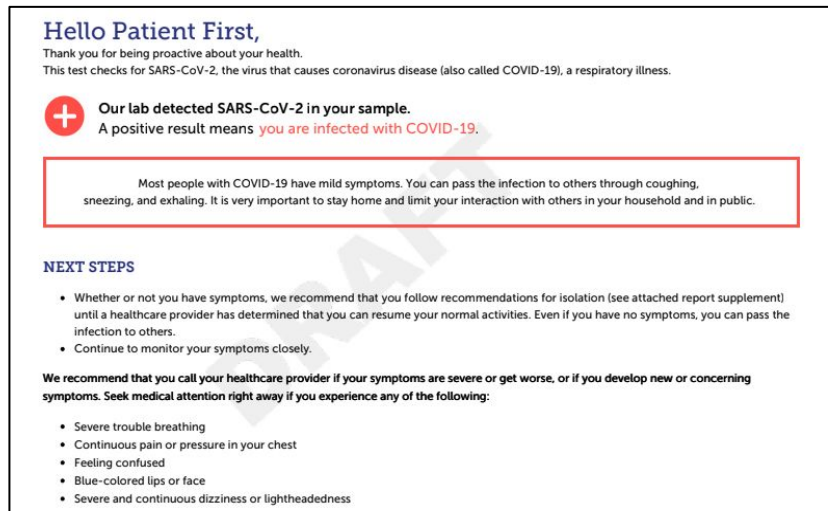
Picture COVID-19 Test

Actions to take:

- Your order is now complete.
 - Download

[Download My Report](#)

Order ID:	
Kit Code:	
Ordered On:	Jan 02, 2021
Activated On:	Jan 04, 2021
Status:	Results are Ready
Test For:	
Ship To:	



Hello Patient First,
Thank you for being proactive about your health.
This test checks for SARS-CoV-2, the virus that causes coronavirus disease (also called COVID-19), a respiratory illness.

+ Our lab detected SARS-CoV-2 in your sample.
A positive result means **you are infected with COVID-19.**

Most people with COVID-19 have mild symptoms. You can pass the infection to others through coughing, sneezing, and exhaling. It is very important to stay home and limit your interaction with others in your household and in public.

NEXT STEPS

- Whether or not you have symptoms, we recommend that you follow recommendations for isolation (see attached report supplement) until a healthcare provider has determined that you can resume your normal activities. Even if you have no symptoms, you can pass the infection to others.
- Continue to monitor your symptoms closely.

We recommend that you call your healthcare provider if your symptoms are severe or get worse, or if you develop new or concerning symptoms. Seek medical attention right away if you experience any of the following:

- Severe trouble breathing
- Continuous pain or pressure in your chest
- Feeling confused
- Blue-colored lips or face
- Severe and continuous dizziness or lightheadedness